

JOB DESCRIPTION

Job Title: Service Manager, Continuing Care Service

Reporting to: Senior Manager, Residential Care Services

Job Purpose

- To assume responsibility for the leadership, management and development of a continuing care service including a residential care service and support service for young people in their transition into adulthood;
- To contribute effectively to the service management team and overall achievement of organisational priorities utilising creative and innovative approaches;
- To ensure that all staff have high aspirations for the young people they are working with, demonstrate the values of the organisation in their relationships with young people and their peers, and that they receive leadership and direction that supports their professional development;
- To assist in the implementation and effective application of organisational policies, procedures and systems;
- To focus on continuous improvement of the service in line with Care Inspectorate inspection framework, developing best practice and highest standards in all aspects.

Key Responsibilities

Whole Organisation:

- To embed the culture and values of the organisation in the practice and operation of all staff;
- To build our culture as a learning organisation committed to supporting everyone to reach their full potential;
- To actively contribute to an environment in which all staff understand the impact young people's past experiences may have on their present stage of development and adopt a Dyadic Developmental Practice (DDP) approach in their engagement with young people;
- To promote an integrated approach to the delivery of learning, ensuring that all of the organisation's resources are effectively utilised in the delivery of individualised and group learning experiences;
- To actively contribute to developing and maintaining a strong culture of participation and partnership that engages all young people, staff and stakeholders;
- To establish effective relationships with a range of external partners who can positively contribute to the breadth of experiences offered to young people enabling them to achieve positive outcomes;
- To actively contribute to the development and sustaining of positive multi-disciplinary working internally and externally, acting as an effective ambassador in meeting the individual needs of young people;
- To actively contribute to the development and implementation of quality assurance standards and systems;
- To ensure that Care Standards are adhered to and that actions as a result of inspection are addressed;
- To contribute to recognising and celebrating the success of our young people and staff;
- To identify and implement a range of wider / personal achievement opportunities;
- To ensure each service has access to a range of planned activities, including a vibrant programme during the holidays;
- To ensure that health and safety policies, standards and requirements including risk assessments are implemented and maintained;
- To engage professionally and creatively in all contact with external agencies and services.

Young People:

- Develop individualised programmes for young people that support the development of their lives, employability and independent living skills, ensuring that they can achieve success in their lives;
- Support young people in their school learning with a focus on the development of their literacy and numeracy, health and wellbeing and wider achievement;
- Support young people with college, training, work experience and employment opportunities, working in partnership with other organisations and services;
- Ensure that young people are included and participating in activities in their local communities and continuing to build family and social networks;
- Encourage the active participation of young people in the review, planning and design of the services through creating meaningful opportunities;
- Ensure that staff relationships with young people are based on the Playfulness, Acceptance, Curiosity, Empathy (PACE) approach.

Staff:

- To act as a positive role model and provide effective leadership to your team;
- To ensure staff receive regular and effective support and supervision that helps them develop their ability to be reflective and improve their effectiveness as practitioners;
- To undertake mid and end year appraisals with staff, identifying learning and development objectives and opportunities;
- To ensure that staff are contributing effectively to monitoring and evaluation of their impact on improving outcomes for young people;
- To create a positive culture of belief in young people and high aspirations for their futures;
- To ensure that all staff are operating within the culture and values of the organisation;
- To support staff to develop a DDP approach in their engagement with young people;
- To promote a whole organisation approach to meeting social and learning needs, ensuring high levels of investment, enthusiasm and contribution from staff across all disciplines in the delivery of social and educational opportunities;
- To work with staff to evidence and celebrate the potential, worth and capability of our young people to parents, carers and partners.

Resources:

- To assume responsibility for the effective management of all budgets relating to the delivery of services, programmes and activities;
- To ensure all resources are managed effectively and efficiently, according to best management practice and to agreed budgets;
- To assume responsibility for all administrative functions relating to the service, programmes and activities, ensuring they are carried out in line with organisational guidelines and within timescales set;
- To ensure that adequate staffing numbers and appropriate mix of skills, experience and knowledge is maintained;
- To manage and monitor staff costs, staffing structures and rotas, ensuring they meet the requirements young people's needs and are in line with allocated budgets;
- To ensure that the environment is maintained to a high standard and is conducive to the delivery of therapeutic care.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post holder.

Person Specification

Personal Competencies:

- Excellent leadership and management skills;
- Experience of service development and delivery;
- Experienced and skilled in staff management and in supporting their professional development;
- Sound knowledge and understanding of working with children and young people in a variety of contexts which may include youth work, health, residential care, employability, social work, criminal justice;
- An understanding of key policies and legislation that impact on the lives of young people;
- Ability to establish quality assurance procedures and continuously improve the quality of provision for young people.

Professional Competencies:

- Sound knowledge of Community Learning and Development, specifically Youth Work;
- Membership of the CLD Standards Council for Scotland;
- Demonstrated ability to engage positively and effectively with young people;
- Excellent leadership and management skills;
- Sound working knowledge of relevant legislation, guidance and standards;
- Demonstrated leadership ability in a Community Learning and Development or Youth Work setting;
- Demonstrated ability to reflect on own practice, establish new standards and enable others to do the same.

Qualifications, Experience and Requirements:

- Educated to degree level or equivalent professional qualification;
- Evidence of professional development;
- Able to demonstrate good standard of education;
- At least one year's proven success in leadership / management role;
- Full UK driving licence and access to a car;
- Ability to demonstrate ability to maintain confidentiality as appropriate;
- IT skills of a sufficient standard to complete administrative tasks;
- Protection of Vulnerable Groups (Disclosure Scotland) required level of disclosure: Enhanced.